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ABSTRACT

The bibliography was compiled in response to requests for background information about the critical incident technique; references were provided by those interested in the technique. Graduate students searching for guidance on the technique should find it useful, as should researchers. The critical incident technique is a method of research formulated by Dr. John C. Flanagan, who established the American Institutes for Research (AIR), an organization devoted to the application of scientific approaches to studies of human behaviors. The critical incident technique has been applied in helping to solve practical problems in industry, education, health, and community service. More than 600 studies in which applications of the technique were used are cited in this bibliography; projects undertaken by AIR are identified and project numbers given. A subject index reveals that the greatest number of references included in the bibliography deal with teachers and teaching, nurses and nursing, training, military officers, and management. (Author/AJ)

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THE CRITICAL INCIDENT TECHNIQUE

A Bibliography

Compiled by Grace Fivars

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TABLE OF CONTENTS

Notes on style and information	iii
Introduction	iv
BIBLIOGRAPHY (arranged alphabetically)	1-22
Subject Index*	23
Author Index	)

* Entries are indexed under the following categories--
Parenthesized words indicate main category for some items.

Accidents
Administration (Management)
Administrators (School)
Aging
Agriculture
Aircrew (Proficiency/Performance)
Air Transport, Air Traffic Control
(Proficiency/Performance)
APA/Amer. Psychological Association
Aptitude (Proficiency/Performance)
and (Selection/Classification)
Attitude
Behavior (see also Prof./Perf.)
Checklists (Proficiency/Performance)
Communication
Community Service (Social Service)
Counseling
Counterinsurgency
Crime, criminals
Critical Incident Technique, Method
Critical Requirements (Prof./Perf.)
Curriculum Development
Dentistry
Distributive Education
Driving
Drugs
Education (Teaching, Nursing, Training)
Equipment Design, Job Design
Emergency Training (Training)
Emotion
Engineering
Ethics
Evaluation (see also Prof./Perf.)
and (Selection/Classification)
Foremen
Graduate students (Prof./Perf.)
Groups, teams (see also Prof./Perf.)
Hospitals (Medicine, Nursing)
Human Engineering, Human Factors
Human Relations (Interpersonal Relations)
Human Resources
Incentives, Motivation
Individual Differences
Industrial Arts
Industrial Research
Instruction (Teaching, Training)
Interpersonal Relations, Human Relations
Interview Techniques
Isolation
Job Aids, Job Analysis, Task Analysis
Job Corps (Evaluation)
Leadership
Maintenance
Management (See also Prof./Perf.)
Mathematics
Medicine, Medex
Mental Health
Mental Retardation
Ministry, Religious Education
Negotiation
Nuclear Reactor Operators
Nursing
Objectives
Patient Care (Medicine, Nursing)
Peace Corps
Performance Records
Performance (Proficiency/Performance)
Physical Education
Pilots, aircraft, aircrew
Placement services
Police
Proficiency/Performance
Agricultural Agents
Aircrew, combat crew
AID jobs
Army combat crews
Business education
Change agents
Citizenship
Conference behavior
Counseling
Dentists
District supervisors
Foremen
Engineers
Groups, teams
Health professions
Industrial arts
Infantrymen
Insurance agents
Isolation
Machining personnel
Maintenance
Medicine and Health Care
Military officers
Nurses and nursing

Subject Index Categories (continued)

Proficiency/Performance (continued)
- Operators (telephone)
- Pilots
- Principals (School)
- Psychiatric aides, nurses, attendants; psychopathology and psychotherapy
- Psychologists
- Research personnel
- Sales
- School Administrators and Board Members
- Teachers, teaching
- Technicians (oil)
- Theatre, stage

Selection/Classification
Social Change
Social Workers
Stress
Teaching, teachers (Proficiency/Performance)
Training
Wage Board Supervision

NOTES ON STYLE AND INFORMATION

Citation Style: To the extent possible, citations are presented using format suggested in the Publications Manual of the American Psychological Association (1967 revision). In the interest of space, some shortcuts were introduced:

1. American Institutes for Research in most cases is abbreviated to AIR.
2. In citations of doctoral dissertations the word "unpublished" has been omitted. In instances where the dissertation is abstracted in Dissertation Abstracts, the specific reference for locating the abstract is given.
3. Where there are multiple references for the same author, a number appears in parentheses at the extreme right-hand side of the reference. These numbers are one and two digit numbers intended to indicate to the researcher the need to check all entries for that author.
4. In instances where the reference involves a project conducted by the American Institutes for Research (AIR), a project number appears in parentheses at the end of the citation. These are all numbers of three digits or more.

Index

To facilitate searching for references in a given area, an index has been compiled by subject area. This index appears at the end of the list of references and involves the name of the author whose citation applies to the subject listed.

Uses

This bibliography was compiled in response to the many requests for background information of the critical incident technique. Through the years contributions of references were provided by those interested in the technique. Graduate students searching for guidance on the technique should find the bibliography a useful tool. Researchers should also find it useful.

Continuity

Users of this Bibliography are encouraged to submit additional entries. Efforts will be made to maintain the list on a continuing basis.

Introduction

The critical incident technique is a method of research formulated by Dr. John C. Flanagan who, as Director of the Aviation Psychology Program during World War II, worked on identification of critical factors in Human performance in a variety of military situations. Following the war, in 1946 Dr. Flanagan established the American Institutes for Research, an organization devoted to the application of scientific approaches to studies of human behavior. The critical incident technique is one of the methods AIR has applied in helping to solve practical problems in industry, education, health and community service.

In 1954, the definitive article describing the critical incident technique was published in The Psychological Bulletin.* Since then the method has been used in hundreds of studies, many of which are cited in this bibiliography. Primary applications of the technique were reported in projects undertaken by the American Institutes for Research. These are identified throughout the bibliography by designations of "AIR" and appropriate project numbers following alphabetical listing of authors. The technique has also been used widely by graduate students in preparation of theses and dissertations in all parts of the world, as well as in other studies focusing on human performance.

References cited in this bibliography include more than 600 studies indexed in Psychological Abstracts, Dissertation Abstracts, ERIC Reports, and a variety of other resources. Recognizing the fact than many studies using the critical incident technique may not necessarily have been identified through these documents, AIR invites those who have used the method to participate in contributing additional items which should be included in a bibliography of this nature. Additions should be submitted in typewritten form including full citation in bibliographic style.

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*Flanagan, J. C. The critical incident technique. Psychological Bulletin, 1954, 51, 327-358.

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SUBJECT INDEX

Items in parentheses indicate numbered entries on a particular page.

ACCIDENTS

AIR, (8, 11, 25) 1, 2
Fitts, P. M. 7
Guilford, J. S. 11
Hahn, C. P. (5) 12
Katz, M. S. 13
Krumm, R. L. 14
McFarland, R. 15
Smith, R. W. 20
Tarrants, W. E. 20
Vasilas, J. N. 21
Zander, A. F. 22

ADMINISTRATION

(see Management)

ADMINISTRATORS (SCHOOL)

(see School Administration)

AGING

AIR (9) 1
Miles, W. R. 16
Shriver, B. M. 19

AGRICULTURE

Kohl, F. E. & Carter 14
Williams, S. K. 22

AIRCREW PERFORMANCE

(see Proficiency/Performance)

AIR TRANSPORT, AIR TRAFFIC CONTROL

(see Proficiency/Performance)

APA (AMERICAN PSYCHOLOGICAL ASSOCIATION)

APA 2
Hobbs, N. 12

APTITUDE

(see Proficiency/Performance and Selection/Classification)

ATTITUDE

AIR (2, 13, 18-24) 1, 2
Berlo, D. K. 3
Brown, D. 3
Flanders, N. A. 9
Humphrey, R. L. 12
Kiell, N. 13
Krumm, R. L. 14
Landy, F. J. 14
Leles, S. 14
Loidolt, H. 14
Mazaheri, H. 15
Namazi, M. 16
Norris, E. L. 17
Peterson, R. O. 17
Robbins, M. H. 18
Suttell, B. J. 20
Zander, A. F. 22

BEHAVIOR

(see also Proficiency/Perf.)
Bice, S. W. 3
Bijou, S. W. 3
Botwin, D. E. 3
Brown, B. B. 3
Brown, D. 3
Collins, M. 4
Dennis, W. 5
Dyan, J. A. 5
Eilbert, L. R. 6
Flanagan, J. C. (27) 8
Goldfarb, A. 10
Goodenough, D. 10
Goodrich, D. W. 10
Graham, W. R. 11
Medley, D. H. 15
Mellett, T. 15
Pascal, G. 17
Speth, E. W. 20

CHECKLISTS

(see Proficiency/Perf.)

COMMUNICATION

Berlo, D. K. 3
Graham, W. A. 11
Mayeske, G. W. 14
Tacey, W. S. 20

COMMUNITY SERVICE

(see Social Service)

COUNSELING

Dougan, C. G. 5
Horsman, V. G. 12
Jacques, M. 13
King, W. B. 13
Lounsbury, C. C. 14
Truax, W. E. 21

COUNTERINSURGENCY

Blakelock, E. H. 3
Rudov, M. H. 18

CRIME, CRIMINALS

Empey, L. T. 6
Engeler, W. 6
Mandel, N. G. 14

CRITICAL INCIDENT TECHNIQUE (METHOD)

Burns, H. W. 3
Ellison, J. D. 6
Fivars, G. 7
Flanagan, J. C. 7, 8, 9
Limbosch, N. 14
Mascaro, G. F. 14
Mayeske, G. W. 14

CRITICAL REQUIREMENTS

(see Proficiency/Perf.)

CURRICULUM DEVELOPMENT

Cameron, H. P. 4
Dean, B. J. 5
Dickie, H. S. 5
Glickman, A. J. (11, 12) 10
Hahn, C. P. (4) 11

DENTISTRY

O'Donnel, R. J. 17
Wagner, R. F. 21

DISTRIBUTIVE EDUCATION

Samson, H. E. 19

DRIVING

Heimstra, N. M. 12
Katz, M. S. 13

DRUGS

Katz, M. S. 13

EDUCATION

(see Teaching, Nursing, Training)
Bucks Co. Public Schools 3
Wright, D. L., & Fitzpatrick, R. 22

EQUIPMENT DESIGN, JOB DESIGN

Folley, J. D. 9
Glaser, R. 10
Krumm, R. L. 14
Miller, R. B. 16
Peterson, R. O. 17

EMERGENCY TRAINING

(see Training)

EMOTION

Eilbert, L. R. (1, 2) 6
Feierstein, B. 6
Kiell, N. 13

ENGINEERING

Fitzpatrick, R. 7
Glickman, A. S. 10
Line, J. D. 14

ETHICS

APA 2
Crawford, M. M. 5
Hobbs, N. 12

EVALUATION

(see also Proficiency/Perf. and Selection/Classification)
AIR (1-17, 26-28) 1, 2
Altman, J. W. 2
Angell, D. 2
Armstrong, R. J. 2
Chellman, J. 4
Cox, K. C. 4
Fattu, N. A. 6
Fivars, G. & Gosnell, D. 7
Flanagan, J. C. 9
Glickman, A. S. 10
Gloege, W. 10
Gordon, T. 11
Horner, W. R. 12
Horsman, V. G. 12
Jung, S. M. 13
Kilpatrick, G. 13
Kohl, F. E. 14
Lucas, M. A. 14
Maraffie, B. N. 14
Mayhew, L. B. 14
Preston, H. O. 17
Rosen, S. 18
Shaycoft, M. F. 19
Suttell, B. J. 20
Wallace, J. S. 21
Zander, A. F. 22

EXECUTIVES

(see Management)

FOREMEN

Finkle, R. B. 7
Kay, B. R. 13
Kay, E. 13
Line, J. D. 13
Tacey, W. S. 20

GRADUATE STUDENT PERFORMANCE

Reilly, R. R. 18

GROUPS, TEAMS

(see also Proficiency/Perf.)
Flanders, N. A. 7
Glanzer, M. 9
Glaser, R. 10
Hayward, M. 12
Hofman, M. L. 12
Kirkpatrick, J. J. 13
Learner, L. 13
Marley, F. W. 14
Miller, G. S. 15
Spector, P. 20
Suttell, B. J. 20

HEARING LOSS

Giolas, T. G. 9

HOSPITALS

(see Medicine, Nursing)

HUMAN ENGINEERING, HUMAN FACTORS

Chapanis, A. 4
Folley, J. D. 9
Krumm, R. L. 14
Miller, R. B. 16
Rudov, M. H. 18

HUMAN RELATIONS

(see Interpersonal Relations)

HUMAN RESOURCES

Flanagan, J. C. (6, 30, 36) 7, 8

IMPAIRMENT OF BEHAVIOR

(see Stress)

INCENTIVES, MOTIVATION

Dysinger, D. W. 5
Herzberg, F. 12
Iverson, M. 12
Janis, I. L. 13
Landy, F. J. 14
Learner, L. 14
Loidolt, H. 14
Preston, H. O. 17, 18

INDIVIDUAL DIFFERENCES

(see also Proficiency/Perf.)
Flanagan, J. C. (19) 8
Hahn, C. P. (2) 11
Marley, F. W. 14

INDUSTRIAL ARTS

McRobbie, J. M. 15

INDUSTRIAL RESEARCH

Flanagan, J. C. (11) 7

INSTRUCTION

(see Teaching. Training)
Dickie, H. S. 5
Gropper, G. L. (3) 11

INTERPERSONAL RELATIONS, HUMAN RELATIONS

AIR (18-24) (Peace Corps) 1
Allen, C. D. 2
Blakelock, E. H. 3
Carter, F. M. 4
Flanagan, J. C. (37) 8
Haines, D. B. 12
Hayward, M. L. 12
Hoffman, M. L. 12
Humphrey, R. L. 12
Janis, I. L. 13
Learner, L. 14
Lombard, G. F. 14
McCoy, R. A. 15
Peterson, R. D. 17
Spector, P. 20
Tacey, W. S. 20

INTERVIEW TECHNIQUES

Glaser, R. 10
Rudov, M. H. 18
Schwarz, P. A. 19
Wagner, R. F. 21

ISOLATION

Eilbert, L. R. (5, 6, 7) 6

JOB AIDS, JOB ANALYSIS, TASK ANALYSIS

AIR (6 and others) 1
Flanagan, J. C. (4, 21) 7, 8
Hahn, C. P. 11, 12
Miller, R. B. 16
Peterson, R. O. & Jones, E. 17
Spector, P. 20

JOB CORPS (EVALUATION)

Gloege, W. 10

LEADERSHIP

AIR (9, 13-19) 1
Flanagan, J. C. (32, 52, 53) 8, 9
Gaylord, R. 9
Hahn, C. P. (3) 11
Lange, C. J. 14
Reveal, R. 18
Ruch, F. L. 18
Sivy, J. 19
Spector, P. 20
Suttell, B. J. 20
Trittipoe, T. G. 21

MAINTENANCE

Bostock, D. J. 3
Miller, R. B. 16
Peterson, R. O. 17

MANAGEMENT

(see also Proficiency/Perf.)
Anderson, B. E. 2
Campbell, J. P. 4
Collins, M. 4
Dunnette, M. J. 5
Emons, V. 6
Flanagan, J. C. (18, 28, 38, 44-49) 8, 9
Gaudet, M. C. 9
Glickman, A. S. (8, 9) 10
Kay, B. R. 13
Kay, E. 13
Keys, J. B. 13
Lombard, G. F. 14
Mandel, N. G. 15
Mayeske, G. W. & Glickman 15
Nillson, S. G. 17
Norton, S. D. 17
O'Neill, H. E. 17
Schwarz, F. R. 19
Schwarz, P. A. 19
Summer, C. E. 20
Suttell, B. J. 20
Williams, R. E. 22

MATHEMATICS

Bentz, R. P. 3
Dysinger, D. W. & Rosenfeld 5

MEDICINE

AIR (26-28) 2
Blum, J. M. & Fitzpatrick 3
Diederich, P. B. 5
Eisenberg, T. & Hahn 6
Goodison, M. W. 10
Greenberg, M. S. 11
Herzberg, F. 12
Sarren, M. & Chapanis 19
Sanazaro, P. J. & Williamson 19

MENTAL HEALTH

(see also Proficiency/Perf., Nursing, Psychotherapy/Psychiatric Aides)
Evans, F. M. C. 6
Feierstein, B. 6
Gropper, G. L. (2, 5, 6, 7) 11
Harrington, R. J. 12
Jacobs, A. M. 13
Lewis, G. K. 14
Mellett, T. P. 15
Norris, E. L. 17
Schmid, F. W. 19
Schmidt, D. 19
Shettel, H. H. 19
Speth, E. W. 20

MENTAL RETARDATION

(see also Psychiatric Aides)
Domino, G. 5
Fleming, J. W. 9
Goroff, N. N. 11
Harrington, R. J. 12
Jacobs, A. M. 13
Larsen, J. K. 14
Peterson, R. O. & Jones, E. M. 17
Roberts, A. O. H. 18
Rotberg, J. M. 18
Steiner, K. E. 20

METHODOLOGY (OF CRITICAL INCIDENT TECHNIQUE)

(see Critical incident technique)

MINISTRY, RELIGIOUS EDUCATION

Kolarik, M. 14
Riss, P. 18
Wise, F. F. 22

NEGOTIATION (TEACHER/MANAGEMENT)

Kenney, C. F. 13

NUCLEAR REACTOR OPERATORS

Fitzpatrick, R. 9

NURSING

Abdellah, F. 1
Bailey, J. T. 2
Barham, V. Z. 2
Caputo, D. V. 4
Carter, F. M. 4
Evans, F. M. 6
Fatka, N. 6
Fivars, G. & Gosnell, D. 7
Fivars, et al. 7
Flanagan, J. C. (45, 46) 9
Gaudet, M. C. 9
Glaser, W. A. 10

NURSING (continued)

Gorham, W. A. 11
Greenberg, M. S. 11
Hardin, C. A. 12
Hayward, M. L. 12
Heidgerken, L. 12
Horn, C. L. 12
Jacobs, A. M. 13
Klaus, D. J. (2) 14
Lewis, G. K. 14
McDonald, D. J. 15
Massoth, M. C. 15
Pumroy, S. S. & Suttell 18
Rosen, A. 18
Safren, M. & Chapanis, A. 19
Teig, J. G. 21

OBJECTIVES

Armstrong, R. J. 2
Bucks County Schools 3
Campbell, V. N. 4
Flanagan, J. C. (1) 7
Short, J. G. 19
Zucker, A. 22

OFFICERS

(see Proficiency/Perf.)

PATIENT CARE

(see Medicine, Nursing, Mental health, Psychotherapy, etc.)

PEACE CORPS

AIR (18-24) 1, 2
Comstock, G. & Maccoby 4
Lichtenstein, S. 14
Spector, P. 20

PERFORMANCE

(see Proficiency/Perf.)

PERFORMANCE RECORDS

Fitzpatrick, R. 7
Flanagan, J. C. (42-51) 9
Glickman, A. S. 10
Miller, R. B. 16
Preston, H. O. 17, 18
Suttell, B. J. 20

PHYSICAL EDUCATION

Arnsdorff, E. 2
Barclay, R. E. 2
Blank, L. B. 3
Chellman, J. 4
Crawford, M. 4
Crawford, M. M. 5
Goris, R. A. 11
Lucas, M. A. 14
Namazi, M. Z. 10

PILOT (AIRCRAFT)

(see also Proficiency/Perf.)
AIR (8, 9, 16) 1
Ericksen, S. C. 6
Fitts, P. M. 7
Flanagan, J. C. (2, 6, 9, 17) 7, 8
Gordon, T. 11
Herzberg, F. 12
Horner, W. R. 12
Iverson, M. A. 12
Krumm, R. L. 14
Miles, W. R. 16
Nagay, J. A. 16
Preston, H. O. 17, 18
Ronan, W. W. 18
Wagner, R. F. 21

PLACEMENT SERVICES

Christian, L. M. 4
Dunnette, M. D. 5
Smith, J. E. 20

POLICE

Eilbert, L. R. 6

PRINCIPALS

(see Proficiency/Perf., School Administration)
Benjamin, D. 3
Bice, H. 3
Bradford, R. D. 3
Clark, C. P. 4
Clarke, E. 4
Cooper, B. 4
Elliot, F. S. 6
Harris, K. J. 12
Holder, E. 12
Medsker, L. L. 15
Phillips, H. E. 17
Robins, G. B. 18
Sternloff, R. E. 20
Symanski, G. G. 20

PROFICIENCY/PERFORMANCE, CRITICAL REQUIREMENTS, CRITICAL BEHAVIORS

Agricultural Agents
Kohl, F. E. 14
Peabody, F. J. 17

Aircrew, Combat Crew
AIR (1, 5, 8, 9) 1
Craig, R. C. 4
Cullen, J. W. 5
Eilbert, L. R. 6
Flanagan, J. C. (2, 6, 9) 7
Gaylord, R. H. 9
Gordon, T. 11
Hahn, C. P. (1, 2, 4) 11
Kirkpatrick, J. J. 13
Krumm, R. L. 14
Marley, F. W. 15
Miles, W. R. 16
Miller, G. S. 16
Preston, H. O. 17, 18
Reveal, R. 18
Ronan, W. W. 18
Ruch, F. L. 18
Smith, R. G. 20
Van Cott, H. P. 21
Wagner, R. F. 21
Weislogel, R. L. 21, 22
Wirstad, J. 22

AID Jobs
Spector, P. 20

Army Combat Crews
Eccles, A. G. 5
Furokawa, K. H. 7
Lange, C. F. 14
Smith, R. G. 20
Weislogel, R. L. 21, 22
Wirstad, J. 22

Business Education
Farrar, E. A. 6
Nevins, C. 17

Change Agents
Mazaheri, H. 15

Citizenship
Sica, M. G. 19

Combat Crews
(see Aircrew and Army)

Conference Behavior
Gropper, G. L. (1) 11

Counseling
(see also Social Work)
Dougan, C. G. 5
Horsman, V. G. 12
Jaques, M. 13
King, W. B. 13
Lounsbury, C. C. 14
Truax, W. E. 21

PROFICIENCY/PERFORMANCE (continued)

Dentists
O'Donnell, R. J. 17
Wagner, R. F. 21

District Supervisor (AT & T)
Schwarz, P. A. 19

Foremen
Finkle, R. B. 7
Kay, B. R. 13
Kay, E. 13
Line, J. D. 14
Tacey, W. S. 20

Engineers
Fitzpatrick, R. 7
Glickman, A. S. 10
Line, J. D. 14

Groups, Teams
(see Aircrew, Combat Crew, Teaching, Nursing, Groups)

Health Professions
(see Medicine, Nursing, Social Work, Mental Health, Mental Retardation)

Industrial Arts
McRobbie, J. M. 15
Margarones, J. J. 15

Infantrymen
(see Combat Crew, Army)

Insurance Agents
Weislogel, R. L. (1) 21

Isolation (Performance in)
Eilbert, L. R. 6

Machining Personnel
Bostock, D. J. 3

Maintenance
Folley, J. D. 9
Miller, R. B. 16

Medicine and Health Care
AIR (26-28) 1, 2
Blum, J. M. & Fitzpatrick, R. 3
Diederich, P. B. 5
Fitzpatrick R. 7
Goodison, M. W. 10
Greenberg, M. S. 11
Herzberg, F. I. 12
Safren, M. & Chapanis, A. 19
Sanazaro, P. J. & Williamson 19

Military Officers
(see also Leadership)
AIR (1) 1
Eccles, A. G. 5
Ericksen, S. C. 6
Fitzpatrick, R. 7
Flanagan, J. C. (6, 14, 17, 32, 40, 52, 53) 7-9
Furokawa, K. H. 9
Glanzer, M. 9
Glaser, R. 10
Glickman, A. S. 10
Gordon, T. 11
Hahn, C. P. 11, 12
Humphrey, R. L. 12
Iverson, M. A. 12
Kirkpatrick, J. J. 13
Krumm, R. L. 14
Lange, C. J. 14
Marley, F. W. 15
Matthews, J. 15
Miles, W. R. 16
Miller, N. E. 16
Nagay, J. 16
Preston, H. O. 17, 18
Reveal, R. 18
Ruch, F. L. 18
Schwarz, P. A. 19
Sivy, J. & Lange, C. J. 19
Smith, R. G. 20
Spector, P. 20
Suttell, B. J. 20
Taylor, M. V. 20
Vallance, T. R. 21
Wagner, R. F. 21
Weislogel, R. L. 21, 22
Wirstad, J. 22

Nurses and Nursing
(see Also Psychiatric Nursing)
Abdellah, F. 1
Bailey, J. T. 2
Barham, V. Z. 2
Caputo, D. V. 4
Carter, F. M. 4
Fatka, N. 6
Fivars, G. & Gosnell, D. 7
Fivars, et al. 7
Flanagan, J. C. (45, 46) 9
Gaudet, M. C. 9
Glaser, W. A. 10
Gorham, W. A. 11
Greenberg, M. S. 11
Hardin, C. A. 12
Hayward, M. L. 12
Heidgerken, L. 12
Horn, C. L. 12
Jacobs, A. M. 13
Klaus, D. J. 14
Larsen, J. K. 14
Lewis, G. K. 14
McDonald, D. J. 15
Massoth, M. C. 15
Pumroy, S. S. & Suttell, B. J. 18
Rosen, A. 18
Safren, M. & Chapanis, A. 19
Teig, J. G. 21

Operators (Telephone)
Peterson, R. O. 17

Pilots
AIR (1, 8) 1
Ericksen, S. C. 6
Fitts, P. M. 7
Flanagan, J. C. (2, 6, 9, 17) 7, 8
Gordon, T. 11
Herzberg, F. I. 12
Horner, W. R. 12
Iverson, M. A. 12
Krumm, R. L. 14
Miles, W. R. 16
Miller, N. E. 16
Nagay, J. 16
Preston, H. O. 17, 18
Ronan, W. W. 18
Wagner, R. F. 21

Principals (School)
Benjamin, D. 3
Bice, H. 3
Bradford, R. D. 3
Buffington, R. L. 3
Clark, C. F. 4
Clarke, E. 4
Cooper, B. 4
Elliot, F. S. 6
Harris, K. J. 12
Holder, E. 12
Kessel, F. M. 13
Medsker, L. L. 15
Phillips, H. E. 17
Robins, G. B. 18
Sternloff, R. E. 20
Symanski, G. G. 20

Psychiatric Aides, Nurses, Attendants; also Psychopathology, Psychotherapy
Bergin, A. E. 3
Carter, F. M. 4
Farr, N. J. 6
Fatka, N. 6
Flanagan, J. C. & Schmid 9
Fleming, J. W. 9
Goldfarb, A. 10
Goodrich, D. W. 10
Green, S. H. 11
Harrington, R. J. 12
Horn, C. L. 12
Jacobs, A. M. 13
Larsen, J. K. 14
Lewis, G. K. 14
Mellett, T. P. 15
Nihira, K. 17
Pascal, G. R. 17
Pishkin, V. 17
Roberts, A. O. H. 18

PROFICIENCY/PERFORMANCE (continued)

Psychiatric Aides, etc. (cont.)
Schmid, F. W. 19
Schmidt, D. P. 19
Speth, E. W. 20
Steiner, K. E. 20
Whitmyre, J. W. 22

Psychologists (Performance, Ethics)
APA 2
Asch, S. E. 2
Hobbs, N. 12
Roberts, D. R. 18
Smit, J. A. 20

Research Personnel
AIR (2, 3, 4) 1
Altman, J. W. 2
Fitzpatrick, R. 7
Flanagan, J. C. (11, 28, 29) 8
Hardin, C. 12
Shaycoft, M. F. 19

Sales
Alter, P. A. 2
Anderson, B. E. 2
Bridgeman, C. S. 3
Emons, V. 6
Felker, D. B. 6
Fitzpatrick, R. 7
Folley, D. J. 9
Klaus, D. J. 14
Miller, M. L. 16
Nevins, C. 17
Nillson, S. G. 17
Samson, H. E. 19
Short, J. G. 19

School Administrators, Board Members
(see also Principals)
Barnhart, R. E. 3
Barnes, T. I. 3
Benjamin, D. 3
Bice, H. 3
Hopkins, G. W. 12
Kenney, C. F. 13
Kessel, R. M. 13
Keye, R. E. 13
Kirk, G. V. 13
McCoy, R. A. 14
McDavid, F. C. 15
Phillips, H. E. 17
Robins, G. B. 18
Rooney, T. G. 18
Schaeffer, F. R. 19
Schumacher, A. J. 19

Teachers, Teaching
AIR (18-24) 1, 2
Aldmon, H. F. (Dept. Hds.) 2
Arnsdorff, E. (Phys. Ed.) 2
Barclay, R. E. 2
Barham, V. Z. (Nursing) 2
Blair, J. R. (High School) 3
Blank, L. B. (Phys. Ed.) 3
Bosley, H. E. 3
Botwin, D. E. (Classroom Behavior) 3
Brown, B. B. (Classroom Beh.) 3
Brown, D. (Stu. Beh.) 3
Bucks Co. Schools (Educ. Goals) 3
Buffington, R. L. (Bus. Ed.) 3
Campbell, V. N. (Educ. Problems) 4
Cannon, D. T. (Jr. High Sch.) 4
Corbally, J. E. (Educ. Res.) 4
Corsini, R. J. 4
Crawford, M. (Phys. Ed.) 4
Cruickshank, D. R. (Disadv.) 5
Dean, B. J. (Curric. Dir.) 5
Deischer, H. H. (Coop. Teachers) 5
Diederich, P. B. (Med. Educ.) 5
Dirks, M. (Home Econ.) 5
Domas, S. J. (Competence) 5
Ehrhardt, H. B. (Gifted) 5
Farbstein, M. (Coop. Teachers) 6
Fattu, N. A. (Eval.) 6
Findley, E. W. (Ext. Ed.) 7
Flanagan, J. C. (27, 50) 8, 9
Flanders, N. A. 9
Goldfarb, A. (Psychiatric Worker) 10
Goldin, M. 10
Green, S. H. (Psychiatric Worker) 11
Gropper, G. L. (Classroom Behavior) 11
Hamrick, M. C. 12
Hardin, C. A. (Nursing) 12
Harlacher, E. L. (Jr. Col.) 12
Hedlund, P. A. (Sec. Sch.) 12
Herzberg, F. (Med. Faculty) 12
Jensen, A. C. 13
Kiell, N. (Prejudice) 13
Kilpatrick, G. (Eval.) 13
Konigsburg, D. (Eval.) 14
Leles, S. (Professionalism) 14
Lichtenstein, S. (Peace Corps) 14
McDavid, F. C. (Dept. Chrm.) 15
McDonald, D. J. (Nursing) 15
McRobbie, J. M. (Ind. Art) 15
Madison, B. (Soc. Welfare Education) 15
Mandbeck, M. W. 15
Margarones, J. J. (Ind. Study) 15
Mayhew, L. B. (Eval.) 15
Medley, D. H. (Classroom Behavior) 15
Medsker, L. L. 15
Merritt, E. P. 16
Morrison, S. G. (Methods Courses) 16
Musgrave, G. R. (Elem.) 16
Namazi, M. Z. (Elem.) 16
Nelson, K. G. (Eval.) 17
Nicklas, M. S. 17
Norris, E. L. 17
Perry, I. L. 17
Perry, W. S. (Bus. Educ.) 17
Peterson, R. D. (Elem.) 17
Pisaro, S. E. 17
Richards, J. T. (Jr. Col.) 18
Riss, P. (Lutheran Seminary) 18
Ryans, D. G. 18, 19
Samson, H. E. (Distr. Educ.) 19
Schumacher, A. J. (Assignment) 19
Scruggs, M. M. (Home Econ.) 19
Smit, J. A. (Psychology) 20
Smith, R. G. 20
Spector, P. (3) 20
Steiner, K. E. 20
Stewart, L. H. 20
Weston, J. J. (Typing) 22
Wise, F. F. (Church) 22
Zucker, A. (English) 22

Technicians (Oil)
Altman, J. W. 2

Theatre, Stage
Melnick, W. 15

SELECTION/CLASSIFICATION

(see also Proficiency/Perf.)
AIR (4, 7, 10, 16) 1
Dunnette, M. D. 5
Eccles, A. G. 5
Eilbert, L. R. (3, 6, 7) 6
Flanagan, J. C. (6, 11, 14, 21, 31, 38) 7, 8
Glaser, R. 10
Glickman, A. S. 10
Gordon, T. 11
Goroff, N. N. 11
Mandell, M. M. 15
Roth, L. H. 18
Schmid, D. P. 19
Smith, J. E. 20
Spector, P. 20
Suttell, B. J. 20

SOCIAL CHANGE

Mazaheri, H. 15

SOCIAL WORKERS

Ajaxe, M. 2
Asche, S. E. 2
Barnes, T. I. 2
Flanagan, J. C. (33) 8
Green, S. H. 11

SOCIAL WORKERS (continued)

McGuire, R. A. 15
Madison, B. 15
Tayagi, C. H. 20

STRESS

Eilbert, L. R. 6
Goodenough, D. R. 10
Gropper, G. L. 11
Katz, M. S. 13
Loidolt, H. 14
Melnick, W. 15
Pascal, G. R. 17

TEACHING/TEACHERS

(see Proficiency/Performance)

THEATRE

(see Proficiency/Performance)

TRAINING

Anderson, S. D. (Shop Mgrs.) 2
Angell, D. (Eval.) 2
Devine, D. W. (Tng. Dir.) 5
Eccles, A. G. (Officers) 5
Eilbert, L. W. (3) (Police) 6
Felker, D. B. (Sales) 6
Flanagan, J. C. (11, 32) 7, 8
Fleming, J. W. (Ment. Ret. Care) 9
Glanzer, M. (Teams) 9
Hahn, C. P. (3) (Aircrew, Navy) 11
Haines, D. B. (Cultural Cont.) 12
Horner, W. R. (Pilot Instr.) 12
Klaus, D. J. (Sales) 14
Lichtenstein, S. (Peace Corps) 14
Line, J. D. (Foremen) 14
McGehee, W. (Bus. and Ind.) 15
Miller, N. E. (Pilots) 16
Miller, R. B. (1-9) 16
Peterson, R. O. (Ment. Ret.) 17
Ronan, W. W. (Aircrew) 18
Schwarz, P. A. (1-3) 19
Shettel, H. H. (Occ. Hlth.) 19
Suttell, B. J. (Navy Officers) 20
Williams, S. K. T. (Agr. Ext. Agents) 22

WAGE BOARD SUPERVISION

Glaser, R., et al. (2, 3) 10
Wager, G. E. 21

AUTHOR INDEX

NOTE:

In cases where the author is one of two or more writing as coauthors, but is not senior author of the aritcle or publication, his name appears alphabetically in this index followed by the name of the senior author.

Abbott, W. P. 1
Abdellah, F. G. 1
Abraham, C. E./Rosen 18
Adams, W. R./Herzberg 12
AIR (items 1 - 28) 1, 2
Ajaxe, M. 2
Aldmon, H. F. 2
Allen, C. D. 2
Alter, P. A. 2
Alter, P. A./Felker 6
Alter, P. A./Shettel 19
Altman, J. W. 2
Altman, J. W./Flanagan 9
Altman, J. W./Shaycoft 19
Am. Psychological Assoc. 2
Anderson, B. E. 2
Anderson, B. E./Nillson 17
Anderson, S. D. 2
Andrews, C. G./Peterson 17
Angell, D. 2
Anzel, A. S./Caputo 4
Armstrong, R. J. 2
Arnsdorff, D. 2
Arvey, R. D./Campbell, J. 4
Asch, S. E. 2
Auerbach, Inc. 2

- B -

Bailey, J. T. 2
Baker, M. R./Weisman 22
Barclay, R. E. 2
Barham, V. Z. 2
Barnes, T. I. 2
Barnhart, R. E. 3
Barron, A. J./Mandel 14
Baxter, B. B./Glickman 10
Beaver, R./Brown 3
Benjamin, D. 3
Bentz, R. P. 3
Bergin, A. E. 3
Berkun, M./VanCott 21
Berliner, D. C./Angell 2
Berlo, D. K. 3
Bice, H. 3
Bicknell, J. E./Nelson 17
Bijou, S. W. 3
Blair, J. R. 3
Blakelock, E. H. 3
Blank, L. B. 3
Blum, J. M. 3
Boomer, D. S./Goodrich 10
Bosley, H. E. 3
Botwin, D. E. 3
Bradford, R. D. 3
Bridgeman, C. S. 3
Brown, B. B. 3
Brown, D. 3
Bryson, S./Peterson 17
Bucks County Schools 3
Buffington, R. L. 3
Burns, H. W. 3
Burns, R. K./Flanagan (3 items) 9

- C -

Cameron, E. P. 4
Campbell, J. P. 4
Campbell, V. N. 4
Cannon, D. T. 4
Caputo, D. V. 4
Carter, F. M. 4
Carter, G. L./Kohl 14
Chapanis, A. 4
Chapanis, A./Safren 19
Chellman, J. 4
Christian, L. M. 4
Clark, C. P. 4
Clark, J. B. 4
Clark, J. B./Lichtenstein 14
Clarke, S. 4
Cochran, I. L./Steiner 20
Cohen, D./Schmidt 20
Collins, M. G. 4
Comstock, G. 4
Cooper, B. 4
Corbally, J. E., Jr. 4
Corsini, R. J. 4
Cox, R. C. 4
Craig, R. C. 4
Crawford, M. 4
Crawford, M. M. 5
Cruickshank, D. R. 5
Cullen, J. S. 5
Curtis, H. A./Sica 19

- D -

Davis, J. C./Carter 4
Dean, B. J. 5
Deischer, H. H. 5
Dennis, W. 5
Deterline, W. A./Katz 13
Devine, D. W. 5
Dickie, H. S. 5
Diederich, P. B. 5
Dirks, M. 5
Domas, S. J. 5
Domino, G. 5
Dougan, C. G. 5
Dredge, T. E./Pishkin 17
Driscoll, P./Bridgeman 3
DuBois, P. H./Vasilas 21
Dunnette, M. D. 5
Dyan, J. A. 5
Dysinger, D. W. 5
Dysinger, D. W./Fitzpatrick 7

- E -

Ebel, R. L. 5
Eccles, A. G. 5
Edwards, D. S./Hahn 12
Ehrhardt, H. B. 5
Eilbert, L. R. 6
Eisenberg, T. 6
Eisenberg, T./Fitzpatrick 7
Elliot, F. S. 6
Ellis, D. S./Peterson 17
Ellison, D. 6
Emons, V. 6
Empey, L. T. 6
Engeler, W. 6
Ericksen, S. C. 6
Evans, F. M. C. 6

- F -

Fanning/Bridgeman 3
Farbstein, M. 6
Farr, J. N. 6
Farrar, E. Z. 6
Fatka, N. 6
Fattu, N. A. 6
Feierstein, B. 6
Felker, D. B. 6
Findley, E. W. 7
Finkle, R. B. 7
Fitts, P. M. 7
Fitzpatrick, R. 7
Fitzpatrick/Blum 3
Fitzpatrick/Cullen 4
Fitzpatrick/Eilbert 6

Fitzpatrick/Gropper 11
Fitzpatrick/Johnson 13
Fitzpatrick/Kay 13
Fitzpatrick/Krumm 14
Fitzpatrick/Vasilas 21
Fitzpatrick/Wright 22
Fivars, G. 7
Fivars, G./Flanagan 9
Flanagan, J. C. 7, 8, 9
Flanagan/Glaser 10
Flanagan/Miller 16
Flanders, N. A. 9
Fleming, J. W. 9
Fleishman/Glickman 10
Folley, J. D., Jr. 9
Folley/Miller 16
Forbes, T. W./Katz 13
Furokawa, K. H. 9

- G -

Garee, M. K./Alter 2
Garee, M. K./Short 19
Garfield, S. L./Bergin 3
Gaudet, M. C. 10
Gaylord, R. H. 10
Giolas, T. G. 10
Glanzer, M. 10
Glaser, R. 10
Glaser, R./Eilbert (3) 6
Glaser, R./Klaus 14
Glaser, W. A. 10
Glasgow, Z./Gropper 11
Glickman, A. S. 10
Glickman, A. S./Fitzpatrick 7
Glickman, A. S./Mayeske 16
Glickman, A. S./Vallance 21
Gloege, W. P. 10
Gloege, W./Graham 11
Goldfarb, A. 10
Goldin, M. 10
Goodenough, D. R. 10
Goodison, M. W. 10
Goodrich, D. W. 10
Gordon, T. 11
Gorham, W. A. 11
Goris, R. A. 11
Goroff, N. N. 11
Gosnell, D./Fivars (2) 7
Gosnell, D./Klaus 14
Goyen, L. F. 11
Graham, W. R. 11
Green, S. H. 11
Greenberg, M. S. 11
Gropper, G. L. 11
Gropper, G. L./Eilbert 6
Guilford, J. S. 11
Guion, R. M./Landy 14
Gulley, H. E./Berlo 3
Gyr, J./Zander 22

- H -

Haefner, D. P./Suttell 11
Hahn, C. P. 11, 12
Hahn, C. P./Eisenberg 6
Hahn, C. P./Glaser, R. 10
Hahn, C. P./Glickman (8, 9) 10
Hahn, C. P./Trittipoe 21
Haines, D. B. 12
Hamrick, M. C. 12
Hanf, C./Caputo 4
Hanson, V. L./Fitzpatrick 7
Hardin, C. A. 12
Harlacher, E. L. 12
Harmon, F. L./Mayeske 14
Harrington, R. J. 12
Harris, K. J. 12
Hayward, M. L. 12
Hedlund, P. A. 12
Hedlund, P. A./Nelson 17
Heidgerken, L. E. 12
Heimstra, N. W. 12
Hendrix, A. A./Flanagan (3) 9
Henry, A. B. 12
Herzberg, F. 12
Hobbs, N. 12
Hoffman, M. L. 12
Holder, L. E. 12
Hopkins, G. W. 12
Horn, C. L. 12
Horner, W. R. 12
Horsman, V. G. 12
Houk, J. L./Blakelock 3
Howard, D. D./Corsini 4
Hughes, R. S./Gropper 11
Hughes, R. S./Shettel 19
Humphrey, R. L. 12

- I -

Inkley, S./Herzberg 12
Iverson, M. A. 12

- J -

Jacobs, A. M. 13
Jacobs, A. M./Klaus 13
Jacobs, A. M./Larsen 14
Jocobs, A. M./Roberts 18
Jacobs, T. O./Flanagan (2) 9
Jacobs, T. O./Lange 14
James, T. B. 13
Janis, I. L. 13
Jaques, M. E. 13
Jenkins, W. O./Pascal 17
Jensen, A. C. 13
Johnson, G. H. 13
Johnson, V. F./Shettel 19
Jones, E. M./Peterson (2) 17
Jones, G. 13
Jones, R. E./Fitts 7
Jung, S. M. 13

- K -

Kaplan, R./Rudov 18
Katz, M. S. 13
Kay, B. R. 13
Kay, E. 13
Kenney, C. F. 13
Kessel, F. M. 13
Keye, R. E. 13
Keys, J. B. 13
Kiell, N. 13
Kilpatrick, G. 13
King, W. B. 13
Kirk, G. V. 13
Kirkpatrick, J. J. 13
Klaus, D. J. 14
Klingensmith, J. A./Felker 6
Kohl, F. E. 14
Kolarik, M. 14
Konigsburg, D. 14
Kress, G. C./Alter 2
Kress, G. C./Gropper 11
Kress, G. C./Short 19
Krumm, R. L. 14
Kubany, A./O'Neill 17

- L -

Landy, F. J. 14
Lange, C. J. 14
Lange, C. J./Flanagan 9
Lange, C. J./Sivy 19
Larsen, J. K. 14
Larsen, J. K./Jacobs 13
Lawler, E. E./Campbell, J. 4
Learner, L. 14
Leles, S. 14
Levine, E./Abdellah 1
Lewis, G. K. 14
Lichtenstein, S. 14
Lichtenstein, S./Gorhan 11
Lichtenstein, S./Spector 20
Limbosch, N. 14
Line, J. D. 14
Loidolt, H. 14
Lombard, G. F. 14
Lounsbury, C. C. 14
Lucas, M. A. 14
Lupfer, B./Matthews 14

- M -

McCoy, R. A. 14
McDavid, F. C. 15
McDonald, D. J. 15
McFarland, R. 15
McGehee, W. 15
McGuire, R. A. 15
McRobbie, J. M. 15
McVey, F. A./Glaser, W. A. 9
Maccoby, N./Comstock 4
Madison, B. 15

Mandbeck, M. W. 15
Mandel, N. G. 15
Mandel, M. M. 15
Maraffie, B. N. 15
Marchese, A. C./Flanagan 9
Marchese, A. C./Gorham 11
Margarones, J. J. 15
Markle, D. G./Campbell, V. 4
Marley, F. W. 15
Mascaro, G. F. 15
Massoth, M. C. 15
Matthews, J. 15
Mausner, B./Herzberg 12
Mayeske, G. W. 15
Mayhew, L. B. 15
Mazaheri, H. 15
Medley, D. H. 15
Medsker, L. L. 15
Mellett, T. P. 15
Melnick, W. 15
Mendenhall, W./Brown 3
Merritt, E. P. 16
Miles, W. R. 16
Miller, G. S. 16
Miller, M. L. 16
Miller, N. E. 16
Miller, R. B. 16
Miller, R. B./Craig 4
Miller, R. B./Flanagan 9
Miller, R. B./Folley 9
Mitzel, H. E./Medley 15
Morgan, R. H. 16
Morrison, S. G. 16
Mosley, A. L./McFarland 15
Murphy, G. L./Krumm 14
Musgrave, G. R. 16

- N -

Nagay, J. A. 16
Namazi, M. Z. 16
Nelson, K. G. 17
Nevins, C. I. 17
Newland, G. E./Empey 6
Nichols, D. G./Campbell 4
Nichols, D. G./Jacobs (2) 13
Nichols, D. G./Larsen 14
Nichols, D. G./Roberts 18
Nicklas, M. S. 17
Nihira, K. 17
Nilsson, S. G. 17
Nilsson, S. G./Anderson 2
Noe, K. S./Lichtenstein 14
Norris, E. L. 17
Norton, S. D. 17

- O -

O'Brien, R. K./Alter 2
O'Brien, R. K./Short 19
O'Donnell, R. J. 17
O'Neill, H. E. 17

- P -

Pascal, G. R. 17
Peabody, F. J. 17
Perry, I. L. 17
Perry, W. S. 17
Peterson, R. D. 17
Peterson, R. O. 17
Phillips, H. E. 17
Phillips, J. C./Glaser 10
Pisaro, S. E. 17
Pishkin, V. 17
Plapp, J. M./Caputo 4
Preston, H. O. 18
Preston, H. O./Flanagan (3) 9
Preston, H. O./Iverson 12
Preston, H. O./Spector 20
Pumroy, S. S. 18
Pumroy, S. S./Flanagan 9
Purifoy, G./VanCott 21

- R -

Reilly, R. R. 18
Reveal, R. 18
Richards, J. T. 18
Richlin, M./Suttell 20
Riss, P. 18
Robbins, M. H. 18
Roberts, A. O. H. 18
Roberts, D. R. 18
Robbins, G. B. 18
Rohrer, W. M./Glaser 9
Ronan, W. W. 18
Rooney, G. G. 18
Rosen, A. 18
Rosenfeld, M./Dysinger 5
Rotberg, J. M. 18
Roth, L. H. 18
Ruch, F. L. 18
Ruch, F. L./Reveal 18
Rudov, M. H. 18
Rusch, W. G. 18
Ryans, D. G. 18, 19

- S -

Safren, M. 19
Samson, H. E. 19
Sanazaro, P. J. 19
Sands, H. R./Short 19
Schaeffer, F. R. 19
Schmid, F. W. 19
Schmid, F. W./Fivars 7
Schmid, F. W./Flanagan 9
Schmidt, D. P. 19
Schubert, J. G./Goodison 10
Schumacher, A. J. 19
Schwarz, F. R. 19
Schwarz, P. A. 19
Schwarz, P. A./Glaser 10
Schwarz, P. A./Krumm 14
Schwarz, P. A./Weislogel 22
Scruggs, M. M. 9
Sharon, M./Wager 21
Shaycoft, M. F. 19
Shearer, J. W./Angell, D. 2
Shettel, H. H. 19
Short, J. G. 19
Short, J. G./Alter 2
Shriver, B. M. 19
Shriver, B. M./Miles 16
Sica, M. G. 19
Sivy, J. 19
Sivy, J./Flanagan 9
Smit, J. A. 20
Smith, J. E. 20
Smith, R. W. 20
Snyderman, B./Herzberg 12
Sommermeyer, L. 20
Spaethe/Bridgeman 3
Spector, P. 20
Spector, P./Lichtenstein 14
Speth, E. W. 20
Steiner, K. E. 20
Sternloff, R. E. 20
Stewart, B./Flanagan 9
Stewart, L. H. 20
Sussman, E./Rudov 18
Suttell, B. J. 20
Suttell, B. J./Goodenough 10
Suttell, B. J./Pumroy 18
Suttell, B. J./Spector 20
Symanski, G. G. 20

- T -

Tacey, W. S. 20
Takagi, C. Y. 20
Tarrants, W. E. 20
Taylor, M. V., Jr. 20
Taylor, M. V./Altman 2
Teig, J. B. 21
Thayer, F. W./McGehee 15
Thomas, N. K./Spector 20
Trent, T. C. 20
Trittipoe, T. G. 20
Truax, W. E. 20
Turner, A. N./Lombard 14
Tuska, S. A./Flanagan 9
Tyler, R. W. 21
Tyson, R. K. 21

- V -

Vallance, T. R. 21
Vallance, T. R./Glickman 10
VanCott, H. P. 21
VanCott/Miller, R. B. 16
Vasilas, J. N. 21
Vasilas, J. N./Vallance 21

- W -

Wager, C. E. 21
Wagner, C. B./Graham 11
Wagner, R. F. 21
Walker, B. R. 21
Wallace, J. S. 21
Wark, D. J./Giolas 9
Weick, K. E./Campbell 4
Weislogel, M. H. 21
Weislogel, R. L. 21, 22
Weissman, I. 22
West, E. D./Flanagan 9
Weston, J. J. 22
Whitmyre, J. W. 22
Wickert, F. 22
Williams, J. W./Sanazaro 19
Williams, M. J. 22
Williams, R. E. 22
Williams, S. K. T. 22
Wirstad, J. 22
Wise, F. F. 22
Wright, D. L. 22

- Y -

Youtz, R. P./Vasilas 21

- Z -

Zaidenberg, D. 22
Zander, A. F. 22
Zavala, A./Graham 11
Zavala, A./Rudov 22
Zehrer, F. W./Campbell 4
Zehrer, F. W./Morris 22
Zucker, A. 22